

London Borough of Bexley

Job Description and Person Specification

Management Group: Chief Executive's
Department/Section: Transformation & Delivery Unit
Job Title: Senior Transformation Project Manager
Reports to: Transformation Programme Lead
Grade: Bexley16

Purpose of the job

The Senior Transformation Project Manager is responsible for the end-to-end lifecycle management of complex transformation projects that have a far-reaching effect across the organisation, with a strong focus on savings, stakeholder management, and using data to produce robust business cases.

The role requires excellence in project management and change delivery. The postholder will be instrumental in deploying appropriate project management techniques, managing the development of benefits realisation plans, and ensuring effective risk and issue management to deliver complete solutions on time, within budget, and to agreed standards. This role is pivotal to the development and implementation of the Council's change governance and will contribute to bringing together transformation, improvement, and assurance resources across the organisation to develop solutions to complex problems.

Principal accountabilities

Strategy

- Contribute to the single organisational view of change and the complex transformation portfolio, leading design thinking to challenge the status quo and turn abstract ideas into implementable plans.
- Proactively provide expert insight and analysis to the Transformation Programme Lead and senior leaders to inform strategic decision-making on project prioritisation and resource allocation.
- Play a pivotal role in the development and implementation of the Council's change governance, ensuring the portfolio of programmes and projects is aligned with corporate objectives and delivers significant organisational improvements.
- Lead the development and management of benefits realisation plans, ensuring that all projects deliver tangible outcomes, significant efficiencies, and savings with a focus on improved services.

Direction

- Take personal accountability for the direction, delivery, and success of complex transformation projects, providing clear leadership and guidance to project teams and ensuring all activities align with project objectives and intended outcomes.
- Provide day-to-day oversight of project activities, ensuring teams have the necessary resources and support to succeed, while acting as a trusted advisor to troubleshoot and overcome obstacles.

- Champion a culture of excellence and accountability within project teams, empowering them to take ownership of their work and maintaining high standards for all deliverables.
- Proactively facilitate project-level decision-making, ensuring the project team and relevant stakeholders are fully informed and can make timely choices to keep the project on track.

Implementation

- Directly manage and deliver complex transformation projects, with hands-on responsibility for overseeing tasks and plans to ensure all deliverables are completed on time, within budget, and to the required quality standards.
- Manage day-to-day communication and engagement with senior stakeholders, including directors and service-level managers, building excellent, long-term relationships to secure buy-in for key decisions and maintain momentum.
- Actively identify, track, and manage project-level risks, assumptions, and dependencies, proactively troubleshooting issues and implementing mitigating actions to maintain delivery momentum.
- Own the quality of all project documentation, ensuring information logs are accurate and up-to-date, providing assurance on project deliverables and outcomes, and maintaining all artifacts in line with the established governance framework.

Organisational Control and Development

- Design, develop, and implement best practice methodologies and tools for transformation, ensuring they are adopted across the organisation to build a robust and sustainable internal capability for change.
- Provide expert oversight and control of the complex transformation portfolio, ensuring all programmes and projects are delivered in line with an established governance framework and are on track to achieve corporate objectives.
- Play a key role in integrating transformation, improvement, and assurance resources from across the Council to develop innovative and cohesive solutions to complex service problems.
- Develop and maintain a single organisational view of change, providing clear, data-driven insights and reporting on the overall health and performance of the transformation portfolio to senior leaders, enabling effective, informed decision-making.

Staff Management and Development

- Provide direct supervision, mentorship, and guidance to Management Trainees and Apprenticeship Officers, ensuring their work is completed to a high standard, and fostering a culture of continuous improvement.
- Actively contribute to the development of internal capability by supporting the growth of future talent, sharing knowledge and best practices to equip staff with the skills needed to support transformation initiatives.

- Serve as a key resource for the wider Transformation and Delivery Unit, providing hands-on support and troubleshooting to resolve challenges and maintain delivery momentum across all project teams.

Personal Effectiveness

- Demonstrate a proactive, outcomes-focused approach with a high degree of autonomy, using strong judgement to anticipate challenges, respond creatively to a dynamic environment, and adapt complex plans to meet changing requirements.
- Possess excellent communication and influencing skills, conveying information clearly and concisely to diverse audiences, and providing meaningful challenge, advice, and feedback on project governance and delivery to stakeholders at all levels.
- Exhibit advanced organisational and portfolio management skills to successfully manage a complex portfolio of projects and programmes, coordinating multiple deliverables under tight deadlines, and committing to Continuous Professional Development (CPD) to improve personal effectiveness and efficiency.

Person Specification

Management Group: Chief Executive's
 Department/Section: Transformation & Delivery Unit
 Job Title: Transformation Project Manager

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)
(a) Education and formal training		
Relevant professional qualification in project management or change management.	E	Application Form
Commitment to Continuous Professional Development (CPD), staying current with the latest change, project and programme management methodologies and best practices.	E	Application Form
Degree-level qualification or equivalent professional qualification in a relevant discipline.	D	Application Form
(b) Relevant technical experience, knowledge & skills/abilities		
Proven experience in a senior project management role, with a strong track record of leading the end-to-end delivery of large-scale, complex transformation projects, taking personal accountability for their success.	E	Application Form / Interview / Presentation
Demonstrable ability to develop and implement robust project governance, including benefits realisation and risk/issue management frameworks, managing all deliverables to ensure complete solutions are delivered on time, within budget, and to agreed standards.	E	Application Form / Interview / Presentation

Deep understanding of project and change management methodologies and tools, including transformation and continuous improvement frameworks.	E	Application Form / Interview / Presentation
Extensive experience in influencing, negotiating, and securing buy-in from senior leadership and a wide range of stakeholders, with a strong ability to build trust and navigate a highly political environment.	E	Application Form / Interview / Presentation
Expertise in specialist disciplines such as process optimisation and benefits realisation, and the ability to translate strategic objectives into a clear, delivery roadmap, using data and evidence to inform robust business cases and decision-making.	E	Application Form / Interview
Excellent written and verbal communication skills, with the ability to convey information clearly and concisely, and form effective working relationships with senior officers and key stakeholders.	E	Application Form / Interview
Ability to operate with a high degree of autonomy and minimal direct supervision, demonstrating considerable personal resilience and the ability to work effectively under pressure in a dynamic environment.	E	Application Form / Interview

(c) Other Additional Requirements

Demonstrable commitment to and understanding of the Council's values and behaviours.	E	Application Form
The ability and willingness to work evenings and weekends as required to meet the needs of all service users and stakeholders.	E	Application Form

KEY:

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire,

P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, DL = Driving Licence

Applicants will be assessed against these criteria and the following high-performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands	I routinely look for innovative and cost-effective ways to improve performance and customer service
	I am prepared to take managed risks to achieve better outcomes	I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future
	I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives	I take responsibility for my service and for making things happen to make a difference to my service users
	I am willing to take difficult decisions	I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work
	My personal actions promote a positive image of Bexley	I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers	I encourage the feeling that the team is a collective unit with shared goals
	I recognise the right solution, regardless of who initiated it	I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council
	I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I network internally and externally

Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution	I seek regular service user feedback and review customer data to shape service improvements
	I prepare and present information anticipating questions and problems	I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them
	I adapt my style to the audience and their needs, using the most appropriate communication channels	I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective	I am accessible to my service users, customers, staff and Members
	I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs	I communicate and share a clear vision for the bigger picture as well as specific service areas
	I seek to build and maintain positive relationships with customers and partners	I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents	I design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives
		I deal with poor performance

These HPI values should not be changed.